Travel with Flair (Pty) Ltd is a prominent black-owned travel management company with over 26 years of experience in the industry. With branches across South Africa, including Pretoria, Cape Town, Pietermaritzburg, and Rivonia, and a team of dedicated professionals, Travel with Flair has established itself as a leader in both local and global corporate travel. The company is known for its comprehensive travel management program, which combines innovative approaches with state-of-the-art technologies to cultivate long-term relationships with clients, and suppliers.

To ensure the quality of its services and safeguard the privacy, confidentiality, integrity, and availability of information, Travel with Flair (Pty) Ltd has implemented an Integrated Management System that aligns with ISO 9001:2015 and ISO 27001:2022 standards.

The top management of Travel with Flair is fully committed to:

- Consistently providing professional services while striving for continual improvement.
- Consulting and communicating with employees at all levels, external organizations, and visitors to actively contribute to the management system.
- Controlling and restricting access to sensitive information.
- Safeguarding information from disclosure to external parties without written consent from the information owners.
- Implementing well-defined plans and procedures, incorporating redundancy in infrastructure, and ensuring a swift and efficient transition to backup arrangements in case of business system disruptions. This is done to minimize the impact on customers, business activities, and services.
- Identifying and complying with relevant legislation, regulations, standards, contractual obligations, and other requirements.
- Providing appropriate supervision, training, equipment, and procedures to support the achievement of objectives.
- Allocating the necessary resources for establishing and developing the management system.
- Conducting annual high-level risk assessments and reviewing them as significant changes occur in the business environment.
- Conducting internal and external audits to obtain and maintain certification.
- Managing policies and plans throughout their lifecycle and maintaining records as evidence of effective implementation.
- Assigning authorities and responsibilities for implementing, managing, integrating, and improving the management system processes.
- Ensuring that employees clearly understand their contributions to the management system, and the necessary skills and competence to fulfill their responsibilities.

While Travel with Flair utilizes various internal and external third parties to deliver products and services, the company maintains governance over these activities.

This policy forms the foundation for establishing management system objectives, which are reviewed annually in alignment with budget planning to secure adequate funding for improvement initiatives.

The policy is communicated to all employees and made accessible to external parties and clients by publishing it on Travel with Flair's website.

The executive management conducts annual reviews and updates to this policy, as needed, based on changes in the operational environment.

Khalil Sattar
COO: **Date:** 11 June 2024